

# Jon Arnold

Principal at J Arnold & Associates

Toronto, ON, CA

Helping businesses understand the strategic value of communications technology as they adapt to the digital transformation of work

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## Biography

Jon Arnold is Principal of J Arnold & Associates, an independent analyst practice providing thought leadership and go-to-market counsel, with a focus on the business-level impact of digital transformation on the future of work. Core areas of expertise include unified communications, collaboration, cloud platforms (UCaaS, CCaaS and CPaaS) Artificial Intelligence, speech technologies, 5G, Internet of Things, contact centers and customer experience. He has been consulting in many of these areas since 2001, and his independent practice was founded in 2005. JAA is based in Toronto, Ontario, and serves clients across North America as well as in Europe. Jon's thought leadership can be followed on his widely-read, award-winning JAA's Analyst Blog, with ongoing commentary on Twitter and LinkedIn. In addition, Jon produces a monthly podcast with long-time colleague Chris Fine - Watch This Space - which is a regular feature in his monthly newsletter, JAA's Communications and Collaboration Review. In early 2023, Jon was named as a Top 100 United Comms Influencers 2023, and a Top 16 CCaaS Influencer. During 2022, he was included in '16 UCaaS influencers to Follow', and '16 Hybrid Work Influencers to Follow'; in 2021, Jon was listed in 'Top 50 Contact Center Twitter Accounts to Follow', as well as being included in 'Who's Who in Unified Communications?', and 'Who's Who in Telecoms?'. As an analyst, Jon regularly attends leading events in the tech space, often as a speaker, including Enterprise Connect, ITEXPO, Future of Work Expo, Channel Partners, UC Expo, SCTC and others.

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## Availability

Keynote, Moderator, Panelist, Workshop, Host/MC, Author Appearance

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## Industry Expertise

Wireless, Computer Software, VC and Private Equity, Computer Networking, Social Media, Telecommunications, Investment Banking, Market Research, Information Technology and Services

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## Areas of Expertise

Technology Adoption, Immersive Technology, Digital Transformation, Voip, Unified Communications, Cloud Communications, Smartphones, Social Media, Contact Center, Telecom, Mobile Broadband, Future of Work, Artificial Intelligence, Marketing & Branding

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## Affiliations

Society of Communications Technology Consultants, BCStrategies

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## **Sample Talks**

Many examples on my website, and others available upon request.

<https://www.jarnoldassociates.com/thought-leadership-speaking-engagements>

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## **Event Appearances**

I speak and attend industry events constantly - you can track those on my blog.

Also summarized in my newsletter.

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## **Education**

Schulich School of Business

MBA Marketing/Organizational Behavior

University of Western Ontario

B.A. Psychology

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## **Accomplishments**

Many industry kudos are cited here - <https://www.jarnoldassociates.com/about/jon-arnold>

Will update with specific references soon!

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## **Testimonials**

Many can be seen on my LinkedIn profile.

<https://www.linkedin.com/in/jarnoldassociates>

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